

IN THE SPECIFICATION:

Please amend the paragraph on page 9, lines 26-29 as follows:

A1
A POP3 mail server 84 may also be a media switch. POP3 is short for Post Office Protocol, Version 3, an internet mail standard promulgated by and available from the Network Working Group of the Internet Engineering Task Force at <http://www.ietf.org/rfc/rfc1939.txt>. POP3 servers support receiving, queuing and delivering messages in email format. Although, POP3 servers do not have the capability to pro-actively notify an external system of the queued of an email message, in one embodiment, a POP3 adapter, effectively a wrapper application, is used to provide a simple polling mechanism to check the current state of the POP3 queue, thus giving a POP3 server full media switch capabilities.

Please amend the paragraph on page 15, line 29 - page 16, line 15 as follows:

A2
Database manager 66 provides Open Data Base Connectivity (ODBC) communication between blending engine 60 and blending database 72. ODBC is a standard database access method popularized by Microsoft Corporation of Redmond, Washington. ODBC uses Structured Query Language (SQL) as its database access language. In one embodiment, database manager 66 does not provide access to external databases, such as a customer database 110. In one embodiment, database manager 66 receives common message format messages from adapter message handlers 90 and the agent message handler 92. In some embodiments, these message are formatted as XML messages. In such an embodiment, these messages contain structured data informing database manager 66 which database, object and attributes need to be added to, updated or deleted from blending database 72. For example, a "call queued" message received by the ACD message handler 90 by the adapter manager 62 via an adapter queue 88 is bundled as an XML message and is sent to and informs the database manager 66 how to store that information in blending database 72. In this embodiment, the common message format XML message sent from the message handler to database manager 66 is: